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No. 14 August 1987 Oppenheimer Software

This is the fourteenth edition of the Periodic Electronic Newsletter (PEN) for MCI Mail users assigned to Oppenheimer Software (MCI Mail agency NY4). You may respond to the PEN by typing ANSWER at the COMMAND: line that appears after you read this. This mailbox is toll free - you may write to it as often as you wish, at no charge! (Please note that you may order a toll free mail box - contact Oppenheimer Software for more information.)

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New phone numbers
>>>>>>>>>>>>>>>>>

If you are using the existing AT&T WATS line (1-800-323-0905) to reach MCI Mail, you should now use MCI's own 800 service number (800-234-MAIL) and save $.05 per minute. Of course, if you are using the existing MCI Mail direct or the Tymnet numbers, you can continue to use them.

If you use		you pay
AT&T's	1-800-323-0905	$.15 per minute
MCI's	1-800-234-MAIL	$.10 per minute
Tymnet number		$.05 per minute
MCI Mail direct number		FREE

The new customer support number is 800-444-MAIL

>>>>>>>>>>>>>>>>
MCI 800 Service
>>>>>>>>>>>>>>>>

INTRODUCING MCI 800 SERVICE [sm]

The new MCI 800 service is more than just an alternative to AT&T.

It's an innovative, flexible 800 service that fits the MCI system to your business needs. MCI 800 service gives you distance sensitive pricing and call detail allowing you to better manage your business and your bottom line.

If you need addition information for personal or business use, or just want information about MCI long distance telephone services, please message mailbox 218-0241 and we'll pass your request on.

>>>>>>>>>>>>>>
We're Sorry...
>>>>>>>>>>>>>>

When you read the PEN advisory note last week, you may have noticed that your name was part of a list of about 100 other names. We erred in not using the "DOCUMENT" feature properly.

If you are a BASIC subscriber, this feature is not available to you, and sending mail to an entire list results in all of the names appearing with the message.

However, if you have ADVANCED service, typing "DOCUMENT" at the Handling: prompt results in only your name appearing, regardless of the number of people on the distribution list.

ADVANCED service provides the following added capabilities:

EXPAND THE POWER OF ELECTRONIC MAIL

MCI Mail Advanced Service takes you beyond the basics into a world of expanded speed and power with many additional services and features. MCI Mail Advanced service offers step saving commands, extended storage, additional letterheads and more.

FREEDOM FROM MENUS

MCI Mail Advanced Service offers flexible commands for fast, direct access to your desired command. These step-saver commands free you from menus and enable you to get right to the source.

FORWARD THINKING WITH FORWARDING POWER

Information you want to share is easily forwarded to one person or many with a simple command. Pass along message copies with your own cover letter quickly and easily with the FORWARD Command.

MEMORABLE MEMOS

Instead of sending the usual business letter, send an attention-grabbing memo. Now more casual inter-office and internal communications are easily achieved with the memo option. The memo paper copy looks just like an electronic copy, with the complete "envelope" and recipient names.

FLEXIBLE FORMATS

Change the appearance of your paper documents with the "DOC" option. Special documents such as price lists, newsletters, press releases, proposals, legal briefs and contracts can be easily formatted so you're no longer restricted to a "letter" look.

And, when you send an electronic message, save your recipient the time of reading the entire envelope by suppressing the other names and addresses in the envelope.

CREATIVITY AND GRAPHIC STYLE

With the Advanced Service graphics option, you can choose the appropriate signature and letterhead to personalize each letter. Store a combination of up to 15 different letterheads and signature productions and identify a "standard" to be used when you don't specify. And, for special occasions, you can use the special holiday letterhead.

THE RIGHT PLACE AT THE RIGHT TIME

Put an end to delays caused by undeliverable addresses. Make sure your mail will get to the right place, on time, with a simple "VERIFY" command.

EXTRA TEXT WITHOUT EXTRA WORK

Discover additional flexibility with the "INCLUDE" command. Use it to incorporate or transfer text from one message to another without retyping or including the envelope instructions.

AN ADDED BYTE - INCREASED STORAGE

Keep your messages and drafts for up to five days with extended on-line storage.

POST YOUR NOTES

Own and operate Bulletin Boards that can be viewed by your associates, or all MCI Mail subscribers.

GET EXACTLY WHAT YOU WANT

Create and own SCRIPTS - electronic order forms that accept only the information you need, and in a format you can handle.

KEEP EVERYONE IN TOUCH

Shared Lists allow you and your group to easily route messages to everyone listed in a single distribution list.

>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
GET SOME CONTROL IN YOUR LIFE
>>>>>>>>>>>>>>>>>>>>>>>>>>>>>

MCI Mail allows you to have control you never thought you had!

(Here, <CTRL>O tells you to first press the CTRL key on your keyboard, and while holding it, press the letter O - not a zero).

Do you want to stop the display (from the PRINT command) of a long report?
Try <CTRL>O and then press <RETURN>
The output will be halted a few seconds later.
Note that this is the only <CTRL> code that needs <RETURN>

Do you want to erase the last word you entered?
Try <CTRL>W

Do you want to erase the entire line?
Try <CTRL>X

Do you want to re-display the entire line?
Try <CTRL>R

Do you want to pause the output on your screen so you can read it?
Try <CTRL>Q
Then press <CTRL>S to restart it.

Of course these control commands will not work with Lotus Express or Desktop Express unless you are in the Lotus Express interactive mode.

>>>>>>>>>>>>>>>>
AIRBORNE EXPRESS
>>>>>>>>>>>>>>>>

As you may know, MCI Mail overnight courier service is now handled by Airborne Express to provide more reliable service, and a broader area of coverage.

As of August 1, 1987, the following price schedule went into effect. You will note the prices are way below conventional courier services (often $5.00+ more).

No. of Addresses	Domestic U.S. Overnight Letter
1 - 99	$9.00/each
100 - 249	8.70/each
250 - 499	8.50/each
500 - 999	8.30/each
1,000 - 2,499	8.10/each
2,500 +	7.90/each

Additionally, international courier services are often 50% less than traditional services. For example, 1 day delivery service to Switzerland is only $17.00. Another popular service charges $35.00!

Type :
HELP {country name} for more information.

>>>>>>>>>>>>>>>>>>>>
Lotus Express Classes
>>>>>>>>>>>>>>>>>>>>

Niche Systems, Inc., Corporate Consultants, have announced a three hour hands on training workshop to teach PC communications via Lotus Express/MCI Mail. topics covered include PC communications basics and an introduction to Modems followed by all aspects of Lotus Express. Participants will practice sending and receiving messages, spreadsheets, reports, documents and telexes. The session ends with hints to facilitate Lotus Express installation and operation.

The cost is $125 per student. A minimum attendance of two (or $250) is required for training at Niche Systems' facilities. On-site training is available for the same per student cost, a minimum of 3 students (or $375) is required. Niche Systems will tailor the workshop without additional cost to fit companies' specific needs, eg. management of multiple accounts; consolidation of spreadsheets; E-Mail management for corporations with many branch offices.

A specialist in Lotus products use for accounting/financial applications, Niche Systems conducts tailored training workshops and accounting/financial problem solving sessions in Lotus 1-2-3, Reportwriter and Freelance Plus. A spreadsheet auditing service and workshop is also available.

For scheduling information please message: Mr. David Jacobsen at Niche Systems, Inc MCI ID 323-6774

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DESKTOP EXPRESS INAUGURATION
>>>>>>>>>>>>>>>>>>>>>>>>>>>>

The Macintosh DESKTOP EXPRESS has arrived and passengers can board immediately. The stops today will be Feature Place, Review Plaza, and the Detail Roundup.

As the EXPRESS pulls out of the station, you notice how smoothly it operates, consistent with the standards that have made the Macintosh a best selling computer. You can sit back and enjoy the ride from the economical Macintosh 512K coach to the deluxe Macintosh II accommodations. The pull down menus, and double clicked icons are familiar to any Mac user.

Like its PC cousin LOTUS EXPRESS on the adjoining tracks, DESKTOP EXPRESS provides:

1. A comfortable, cushioned front end to the MCI Mail system
2. The X.PC protocol engine to provide error free communications
3. A baggage compartment that handles both ASCII text and binary files
4. A multitude of storage compartments to retain all of your outgoing, and incoming messages, sorted and stored as you wish
5. A free ticket (membership) to MCI Mail for one year

However, the DESKTOP EXPRESS goes even farther than the LOTUS EXPRESS and includes:

1. A crew smart enough to show you through the Dow Jones Ranch (first hour of the tour is free)
2. A mail car that can deliver Macintosh graphics through the US Pony Express or the overnight Airborne Express
3. An extra X.PC engine for error free interactive travel through MCI Mail

Passengers who have disembarked at Review Plaza have been very pleased with their ride on the DESKTOP EXPRESS.

Stewart Alsop II (P.C. Letter Associates 2/25/87) said:

> "The combination of Desktop Express and MCI's LaserWriters extends the power of the LaserWriter printer to any Macintosh owner with a modem and an MCI Mail account, which is significantly cheaper than buying a laser printer. And that is an innovative capability for a new program to deliver."

Lawrence Magid (The Seybold Group) said in MacWEEK (3/9/87):

> "...the most revolutionary advance in telecommunications since the [Hayes] Smartmodem"

And Bob LeVitus (THE MACazine) said (5/87):

> "I don't usually make predictions about unreleased applications, but this one will probably be the best-selling Macintosh software ever"

Our final stop is at the Detail Roundup. On the DESKTOP EXPRESS platform, the conductor announces:

> "Desktop Express uses ImageSaver for processing graphics files. Applications that have been successfully tested include:

Cricket Graph 1.1
Deluxe Music Construction Set
Dow Jones Market Manager Plus
Dow Jones Straight Talk
FileMaker Plus
Jazz
MacDraw
MacProject
MacTerminal
MacWrite
Microsoft Chart
Microsoft Excel

Multiplan
Microsoft Word 3.0
Microsoft Works 1.0
PowerPoint
RagTime 1.0
Reflex 1.01
ReadySetGo
TK!Solver
TurboPascal
WriteNow 1.0
Dollars & Sense
PageMaker 2.0
DESKTOP EXPRESS comes on 2 400K disks, so it will work on both the 400K and the 800K disk systems, as well as hard disk systems.

Graphic images captured by the ImageSaver feature can be printed on MCI's laser printers and distributed by the US Postal service ($2.00 for 3 pages) or Airborne Express overnight ($9.00 for 6 pages). Graphics print and delivery options are available only in the US.

The receiver of an ImageSaver file sent via MCI Mail for electronic delivery to another MCI Mail subscriber using DESKTOP EXPRESS does not need the a copy of the program that originally created the graphic to see the image.

Like Lotus Express for the PC, DESKTOP EXPRESS can maintain your address book containing MCI Mail addresses, telex number, or postal/courier delivery addresses.

DESKTOP EXPRESS retails for $149. This includes a free mailbox on MCI Mail for one year ($18.00 fee waived), and one hour free time on Dow Jones News Retrieval Service (must be used within 30 days of purchase). However, it is available at an introductory price of $109 through October 1, 1987.

To order your copy, send $109.00 + $11.00 tax and shipping (check made out to Oppenheimer Software) to:

MCI Mail
Oppenheimer Software
79 St. Boat Basin #39
New York, NY 10024

COD orders will be delivered for $5.00 additional.
Quantity discounts available."

ALL ABOARD!!!!!!!!!!

>>
LOTUS EXPRESS and DESKTOP EXPRESS COMPATIBILITY
>>

Desktop Express is a product produced by Solutions Inc. for Dow Jones. It runs on the Apple Macintosh and provides a user-friendly "Front-End" to both MCI Mail and Dow Jones News Retrieval. As a front end to MCI Mail, Desktop Express allows the user to edit and batch messages off-line, and then send all of the messages in one MCI Mail session. Desktop Express also has the ability to send binary documents, and use the X.PC error correcting protocol. In short, it does many things for the Mac that Lotus Express does for the PC. Because both Lotus Express and Desktop Express use the standard MCI format for separating text and binary portions of a message, they also have the ability to send text and binary messages to each other.

Lotus Quality Assurance has tested data transfer between these two programs, using the latest available beta versions of Desktop Express, running on a Macintosh Plus, and release version 1.0 of Lotus Express, running on and IBM AT.

As there are a limited number of packages that can share data between the Mac and the PC, care was taken to choose those programs that have the capability to save data in a format usable by both machines. Note that the publisher of Pagemaker claims that recent releases of PageMaker on the PC and upgrades of PageMaker on the Mac (version 2.0) also share data file formats across operating system boundaries.

Sending Messages, Text Files & Data

The programs used to transfer data were Microsoft Word for both the Mac and the PC, Lotus Manuscript, Symphony and Jazz/Galaxy. These programs were used to generate a variety of text and data files which were sent from PC to Mac and back. The files were received and then manipulated in the appropriate target program.

One thing that must be understood is the basic differences between the way the two programs handle files, messages, and data. In Lotus Express you create a message, "attach" a file to it, and send it. The file and message are then tied together, and stay that way. Also, all attachments are transmitted as binary files, regardless of their true content. In Desktop Express you create a "Package" which consists of a single file. That file may be a text file, a picture file or any other file type accessible to the Mac's operating system. The file then has a header (envelope) tacked on to it, and is sent out. There is no way to send a file along with a message that explains what the file is. These must be sent as two separate Desktop Express messages.

Messages

Generally speaking, sending messages to or from either product works as expected. There are some subtle differences in sending text or data files from one product to the other, and they are noted below.

Text Files

Text files can be generated by using any of the many applications (word processors, text editors etc.) that create standard ASCII text files. For this test several text files, some generated by the Metro Editor, others generated by the Symphony print-to-file function, were sent from Lotus Express to Desktop Express. Other text files, generated with the "Save as..Text" option in Microsoft Word on the Mac were sent from Desktop Express to Lotus Express.

Lotus Express to Desktop Express

Sending a text file as an attachment is easy to do. However because of the differences in the way the two products handle files and attachments, and the fact that Lotus Express sends all attachments as binary files, a Desktop Express user receives 2 messages, one of which is the message that was sent from Lotus Express, the other of which is the text file (which Desktop Express marks with an icon showing that it is an "any", or unknown file type). A Desktop Express user is unable to view the text file while in Desktop Express, he must open the file in a word-processor to be able to view it.

The tester was able to open text files sent from Lotus Express in both MS Word, and the Galaxy Word Processor.

Desktop Express to Lotus Express

Sending a "package" consisting of a text file has unexpected results, however. Since the package is sent as a header with the text file as a text segment following it, Lotus Express treats the file as a standard message, so that you get a message that includes the text file that was sent. The work-around for this problem is to File Save Message in Lotus Express and chop off the header with a word processor.

Binary Files

Sending binary files is trickier, as there are few programs that share data formats that run on both the Mac and the PC. So, while sending binary files is as easy as creating a package in Desktop Express or attaching a file in Lotus Express, using the data on the target machine can be a problem.

When a Mac binary file is sent via Desktop Express to a PC, Desktop Express inserts "**Mac File**" into the subject line of the package envelope. The contents of that message consists of the file information. With most programs there are two attachments, the Mac Resource fork and the Mac Data fork. The Data fork is what a PC user would consider "the file" and is named using the first 8 characters of the Mac file name, with ".TXT" as an extension. The resource fork is of little use to a PC user.

When an Lotus Express message with attachment is sent to Desktop Express, all of the various components are received as separate messages in Desktop Express, there are Icons that tell you which are messages and which are files. The files can then be moved, opened, and so forth by the Mac finder.

The binary file formats and conversions that were used in this test are summarized below. Note that the "Format sent over MCI Mail" is the format that gets transmitted due to the location of the conversion utility:

PC Program	Mac Program	Conversion Utility	Format Sent over MCI mail
MS Word	MS Word	Mac MS Word "Save As.." Mac MS Word File Open	MS Word (PC Format)
Manuscript	MS Word	Manuscript DCA conversion MS Word DCA Conversion	DCA
1-2-3 (and Symphony)	Jazz (and Galaxy)	1-2-3/Symphony Translate utility Galaxy "Save As.."	Jazz/Galaxy 123/Symphony

Microsoft Word

The Mac version of MS Word (v 3.0) contains the conversion utilities to change Mac Word files into PC Word files. If you choose the "Save As.." option, one of the formats that you can save the Mac Word file in is PC Word. It also is able to directly read PC Word files, when you try to open one with the File Open command, it will ask you if there is an MS-DOS style sheet, if you answer yes, it will ask you to open that also, then convert the file and style sheet. If you answer no, Mac Word will convert the PC Word file. The tester encountered no problems in opening the various files that I sent from the PC to and from the Mac.

1-2-3/Symphony to/from Jazz/Galaxy

Recent releases of 1-2-3 and Symphony include a Jazz translate utility. Using this you can convert 1-2-3/Symphony files to Jazz format, which also can be read by Galaxy (the announced but as yet unshipped follow-on to Jazz). The tester was able to send Jazz formatted files both to and from the PC, and they functioned correctly.

Conclusion

Generally speaking, the two products are compatible at what they do. Text, messages and binary files are loaded up to MCI Mail by both products in a format that either can understand. Both download files and store them correctly on the local machine. The difference in overall user interface between the two programs is slightly confusing, but no more so than the fundamental differences between the PC and Mac user interface.

>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
SPRING CLEANING-ALMOST ON TIME
>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>

1 used Princeton Graphics HX12 color monitor	$150.00
1 demo 288 CPS dot matrix printer (IDS Prism)	$250.00
Grab Bag of PC Software (worth $6000 +)	$500.00

>>>>>>>>>>>>>>>
Till Next Time
>>>>>>>>>>>>>>>
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